SAKALA USER MANUAL

*(Karnataka SAKALA Services Act – 2011
IT system for Karnataka Guarantee of Services to Citizens Act)*

KARNATAKA STATE ROAD TRANSPORT CORPORATION

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1. Introduction to User Manual

This manual is the primary reference for the IT System of Karnataka Guarantee of Services to Citizens Act. The GSC system facilitates the government departments of Karnataka in providing government services to its citizens as per the GSC Act processes. The purpose of this manual is to introduce the system to the new user and to provide sufficient details so that as the users progress through the manual they gain full understanding of the application.

1.1 URL

Citizens: http://www.kgsc.kar.nic.in/
Officer: http://www.kgsc.kar.nic.in/officer

2. Karnataka Guarantee of Services to Citizens System

Karnataka Guarantee of Services to Citizens Act, 2011 is a bill passed by the Karnataka State Legislature in 2011, to provide guarantee of services to the citizens of Karnataka state within the stipulated time limit for citizen related services.

According to this Act, the designated officers who fails to provide citizen related services (services coming under the GSC Act) to the citizens within the stipulated time as mentioned in this Act shall be liable to pay the compensatory cost to the citizen in accordance with the provisions of this Act.

As per the GSC Act, those citizens, whose application is rejected or who has not received the service within the stipulated time, may file an appeal (Appeal I) to the competent officer within the time limit as mentioned in the Act. In case a citizen is aggrieved with the order by the competent officer, the citizen may file a second appeal to the appellate authority within the specified time limit.

The designated officers on receiving the service request by the citizens shall enter the request in the GSC system or in the respective department's system and the acknowledgement slip along with the GSC number will be generated and shall be handed over to the citizen. The GSC system has also the Mobile service request entry facility which helps the officers to enter the service request by sending an SMS. Similarly, the officers can update the result of the service request by sending an SMS. The officers can also view the pendency reports by sending an SMS.
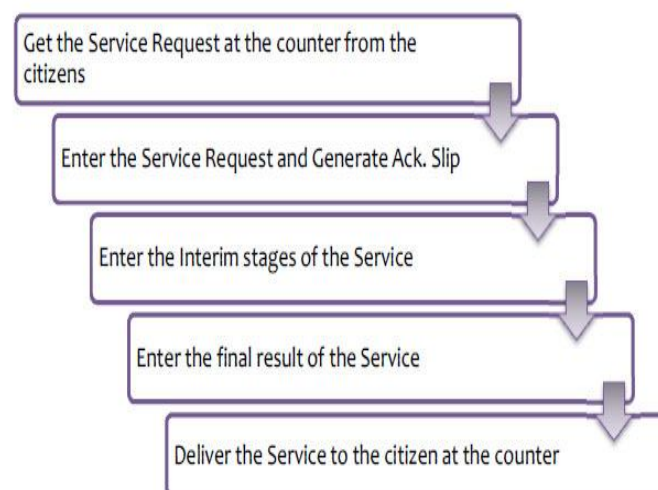
2.1 Advantages of GSC (Government Service to Citizen) Information Technology System

The following are the benefits of the GSC system:

- o Each of the service requests received from the citizens shall be acknowledged. On entry of a service request, the system will generate a unique GSC number and will be displayed in the acknowledgement slip.
- o The GSC system helps the senior management to monitor the effective implementation of the Act.
- o The citizens can track the status of their request online through the GSC system with the help of the GSC number.

2.2 Process Flow

The below diagram shows the process for the Service Request Management:

Get the Service Request at the counter from the citizens

Enter the Service Request and Generate Ack. Slip

Enter the Interim stages of the Service

Enter the final result of the Service

Deliver the Service to the citizen at the counter

TRANSPORT DEPARTMENT

SI No.	List of Services	Designated Officer	Stipulated time	Competent Officer	Time limit for disposal of Competent Officer	Appellate Authority	Time limit for disposal of Appeal
1	Bus Pass for School Children	Depot. Manager	07 * Working Days	Divisional Traffic Officer	15 Working Days	Divisional Controller of the Division	07 Working Days
2	Free Bus Pass for Freedom Fighters	Divisional Traffic Officer	15 ** Working Days	Divisional Controller of the Division	15 Working Days	Chief Traffic Manager (Commercial), Central Office.	07 Working Days
3	Concession Bus Pass for Physically Challenged Person	Divisional Traffic Officer	15 *** Working Days	Divisional Controller of the Division	15 Working Days	Chief Traffic Manager (Commercial), Central Office.	07 Working Days
4	Accident Relief Fund	Divisional Traffic Officer	30 Working Days	Divisional Controller of the Division	30 Working Days	Chief Traffic Manager (Operation/ Secretary ARF), Central Office.	30 Working Days
5	Free Bus Pass for Blind Person	Divisional Traffic Officer	15 *** Working Days	Divisional Controller of the Division	15 Working Days	Chief Traffic Manager (Commercial), Central Office.	07 Working Days
6	Free Bus Coupons to wifes/widows of Freedom Fighter's	Divisional Traffic Officer	15 ** Working Days	Divisional Controller of the Division	15 Working Days	Chief Traffic Manager (Commercial), Central Office.	07 Working Days

Note:- * Student has to submit application for Concessional Bus Pass to the Head of the Institution who in turn has to send it to the jurisdictional Depot Manager. The Depot Manager will hand over the pass to the Head of the Institution within 07 days from the date of receipt of the application in the Depot from the Head of the Institution.

** The Freedom Fighter has to submit records to his jurisdictional Deputy Commissioner for availing free Bus Pass. The Deputy Commissioner will issue an order recomending issue of Free Bus Pass. The Divisional Traffic Officer will issue Free Bus Pass to the concerned Freedom Fighter within 15 days from the date of receipt of communication of Deputy Commissioner.

*** Within 15 Days from the date of receipt of application from Physically Challenged person, the concerned Divisional Traffic Officer will issue concessional pass to the Physically Challenged person.

**** Within 15 Days from the date of receipt of application from Blind person, the concerned Divisional Traffic Officer will issue concessional pass to the Blind person.

***** The Free Bus Coupons to wife's/widows of Freedom Fighter's has to submit records to his jurisdictional Deputy Commissioner for availing free Bus Coupons. The Deputy Commissioner will issue an order recommending issue of Free Bus Coupons. The Divisional Traffic Officer will issue Free Bus Coupons to the concerned wife's/widows of Freedom Fighter's within 15 days from the date of receipt of communication of Deputy Commissioner.

3 Login

The GSC system is access controlled, so each of the officers using the GSC system shall have a Username and Password through which he/she can login into the GSC system.

3.1 How to get a User Account?

The designated officers, who do not have any User account, may contact the district headquarters of their concerned department to create a User account. The district level officers, can contact their state headquarters to create a User account. Or else contact Head office, KSRTC to create a User account.

3.2 Instructions

1. Open the GSC officer's website (http://www.kgsc.kar.nic.in/officer). The officer login page will be displayed (Refer Figure 1: GSC - Login page).

Figure 1: GSC - Login page

2. Enter your Username and Password in appropriate boxes and click the Login button. The GSC Main menu will be displayed (Refer Figure 2: GSC - Main Menu).
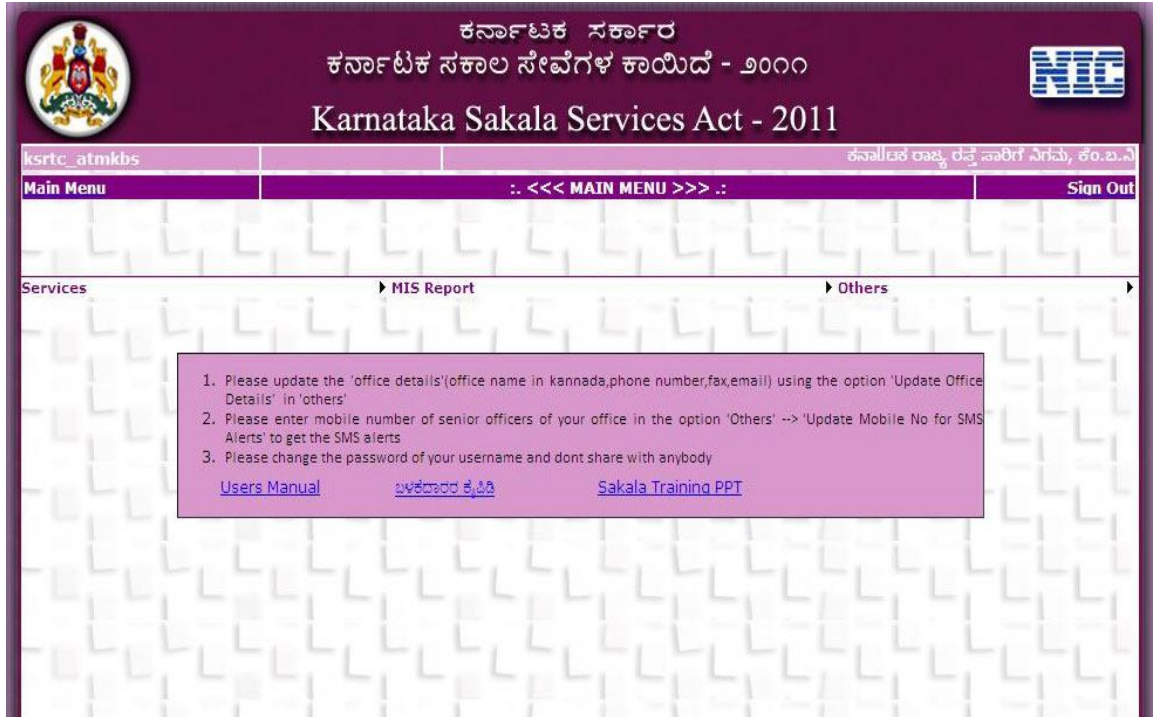
(Figure 2: GSC - Main Menu).

Note:

o All fields marked in* are mandatory fields.

o To log out of the GSC system, click Sign Out at the top right hand side of any page.

o To go to the main page of the GSC System, click Main Page at the top left hand side of any page.

o Click the Exit button in any page to exit from the respective page.

Other Tips:

o Any user who has not got a Username and Password can contact the Head Office, KSRTC.

o Keep your Username and Password securely. Do not share it with anybody. Ensure that only authorized person uses this to work on the GSC system.

o Change your password regularly, at least once in 30-45 days and maintain/remember the password.

o Remember to Sign Out/logout from the system after completion of your work.

4 Service Management

4.1 Service Request - Entry

This module can be accessed by the designated officers to enter the service request made by the citizens into the GSC system. On entering the service request, a GSC number will be generated which shall be given to the citizen who submitted the service request. With the help of this GSC number the citizens will check the status of his/her request either online or through SMS service.

4.1.1 Instructions

1. In the main menu, hover the cursor over Services menu and then select Entry option from the drop down list (Refer Figure 3: GSC - Request Entry). The GSC service request entry form will be displayed (Refer Figure 4: GSC - Service Request Entry Form).

(Figure 3: GSC - Request Entry)

Figure 4: GSC - Service Request Entry Form

2. Select the service from the Service Requested drop down list and enter all the other details in appropriate fields. On selecting the service, the system shows the document to be submitted along with the application. Select the respective documents submitted by the citizen. On scrutinizing the service request, if it is acceptable, select Yes, else select No and give the reasons for rejection in appropriate field. On entering all the details, click the Submit button (Refer Figure 4: GSC - Service Request Entry Form).

3. An acknowledgement letter will be displayed along with the GSC number (Refer Figure 5: GSC - Acknowledgement Letter).   The printed copy of this acknowledgement letter shall be handed over to the citizen.

Figure 5: GSC - Acknowledgement Letter

4. To print the acknowledgement letter click the Print button (Figure 5: GSC - Acknowledgement Letter). The Print window will be displayed. In the Print window, select the printer from the Select Printer section and enter the number of copies in the Page Range section. Click the Apply button and then click the Print button.

4.2 Update Status of Service Request

This option enables the designated officers to update the status of each of the service requests in the GSC system. The officers shall update the status regularly.

4.2.1 Instructions

1. In the main menu, hover the cursor over Services menu and then select Update option from the drop down list (Refer Figure 7: GSC - Status Update option). The screen as shown in Figure 8: Enter GSC Number will be displayed.
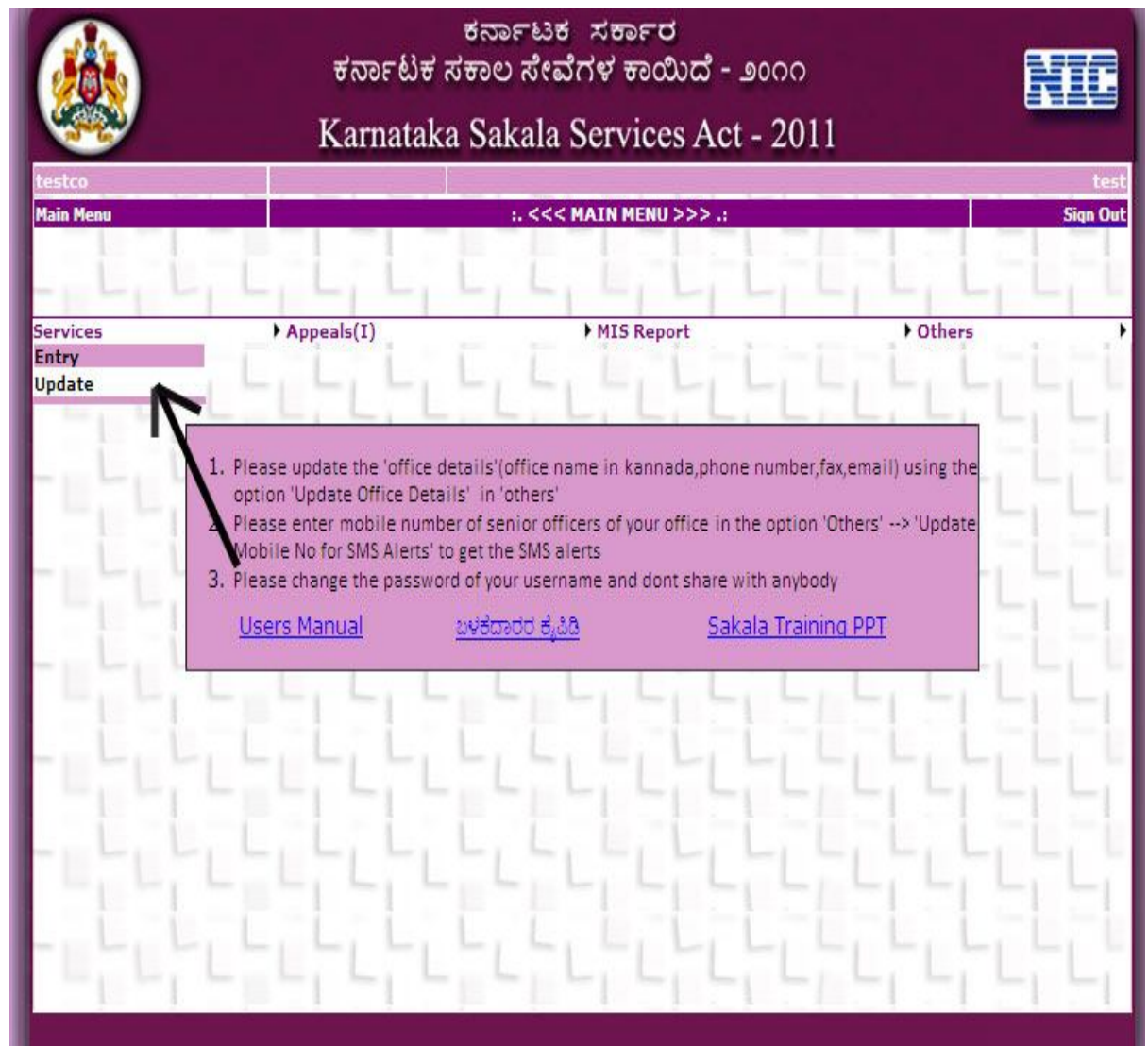

Figure 7: GSC - Status Update option

Figure 8: Enter GSC Number

2. In the Enter GSC No. page, enter the GSC number of the service request which has to be updated in the Enter GSC No. box and click the View button (Refer Figure 8: Enter GSC Number).The Update Application page will be displayed (Refer Figure 9: Status Update Application).

3. In the Update Application page, do one of the following:

a) **Interim Status Updation** - For interim status Updation, select the type of status as Interim, in the Type of Status field and enter the details in the box provided and click the Update button.

b) **Final Status Updation** - For final status Updation, select the type of status as Final, in the Type of Status field. If the service request is approved, select Approved in the If final field and click the Update button. If the service request is rejected, select Rejected in the If final field and enter the reasons for rejection in the box provided and then click the Update button.

The status of the service request will be updated.

5 Mobile Service Management

5.1 Mobile Service Request Entry

The GSC system provides the facility of entering the service request through mobile phones by sending an SMS in the prescribed format. The mobile phone number of the officer entering the service request must be registered with the GSC system.

5.1.1 Eligible Service Request Entry

1. To enter a new service request, send an SMS in the 'GSCNEW <Service Code>-<Name>-<Mobile No>' from your registered mobile phone number to '9243355223/9212357123'. Example: 'GSCNEW 1-John-9844098440'

2. On successful entry of the service request you will receive an SMS along with the GSC number for the service request and it will give you the number of working days required for processing the service request.

3. For unsuccessful request entry, you will receive a message with the invalid entry.

5.1.2 Ineligible Service Request Entry

1. To enter ineligible new service request, send an SMS in the 'GSCNEW <Service Code>-<Name>-<Mobile   No>-<REJ>-<Remarks>' from your registered mobile phone number to '9243355223/9212357123'.
   Example: 'GSCNEW 1-Peter-9844055440-REJ-No documents attached with the application'

2. On successful entry of the service request you will receive an SMS along with the GSC number for the service request and it will give you the number of working days required for processing the service request.

3. For unsuccessful request entry, you will receive a message with the invalid entry.

1. <Service Code> - The Service Code shall belong to the officer/sender's office.

2. After entering GSCNEW, leave a space and then enter the service code.

3. <Name> - The name of the applicant is a must, else the request entry is not possible.

4. <Mobile No> - The mobile phone number of the citizen requesting the service. The mobile phone number is optional, but if exists shall be a 10 digit number.

5. <Remarks> - The remarks or the reasons for rejection of the service request is a must, else the request entry is not possible.

5.2 Mobile Updation of Service Request Status

The status of the service request can be updated from the mobile phone of the officer by sending an SMS in the prescribed format. The mobile phone number of the officer must be registered with the GSC system.

5.2.1 Service Request Approval

1. After processing the service request, if it is approved, send an SMS in the 'GSCRES <GSC No.>-<APR>' from your registered mobile phone number to '9243355223/9212357123'. Example: 'GSCRESCT099-00198-53928-APR'

2. On successful result Updation you will receive an SMS.

3. For unsuccessful result Updation, you will receive a message with the invalid entry.

5.2.2 Service Request Rejection

1. After processing the service request, if it is rejected, send an SMS in the 'GSCRES<GSC No.>-<REJ>-<REMARKS>' from your registered mobile phone number to '9243355223/9212357123'.

Example: 'GSCRES CT099-00198-53929-REJ-No documents attached with the application'

2. On successful result updation you will receive an SMS.

3. For unsuccessful result updation, you will receive a message with the invalid entry.

Note:

1. <GSC No> - The GSC number of the service request received at the time of request entry.

2. <Remarks> - The remarks or the reasons for rejection of the service request is a must, else the request entry is not possible.

5.3 View Pendency Reports in mobile phones

The officers can view the pendency reports in their mobile phones by sending an SMS in the prescribed format. The mobile phone number of the officer must be registered with the GSC system.

1. To view the number of pending service requests, send an SMS in the 'GSCDUE <DATE>' format from your registered mobile phone number to '9243355223/9212357123'. Example: 'GSCDUE 27/02/2012'

2. If successful, you will receive an SMS with the number of service request pending.

3. If unsuccessful, you will receive a message with the invalid entry.

Note:

1. <DATE> - If you enter the date, then the number of services (count) pending for the officer on that date will be sent.

2. If you do not enter the date, then the number of services (count) pending for the officer on today's date will be displayed.

6 Reports

The Reports option enables the officers to view various reports like the reports on the service requests, the first appeals, second appeals etc. This enables officials to view service requests which are pending.

6.1 View Reports

This option enables you to view the Service Request/First Appeal/Second Appeal by using the GSC NO./FSP No./SAP No. respectively as the search criteria.

Instructions:

1. In the main menu, hover the cursor over Reports menu and on View option and then select Service/FAP/SAP as required from the drop down list (Refer Figure 10: GSC Reports - View). The screen as shown in Figure 11: GSC - Enter GSC number page will be displayed.
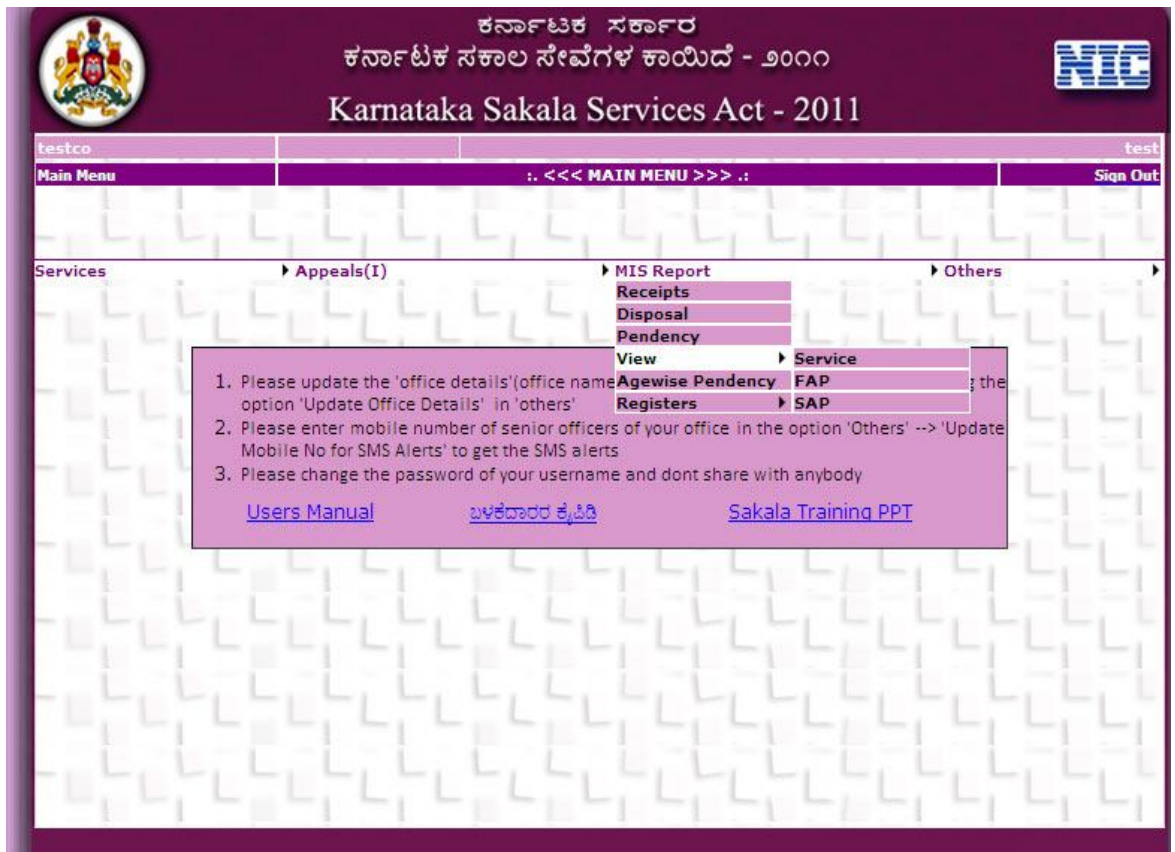
Figure 10: GSC Reports –

Figure 11: GSC - Enter GSC number page

2. Enter the GSC No. in the box provided and click the View button (Refer Figure 11: GSC - Enter GSC number page). The details of that particular service request will be displayed accordingly. Similarly, enter FAP No. /SAP No. as required in the box provided and clicks the View button. The details of that particular appeal request will be displayed accordingly.

6.2 Receipt Report

This option enables you to view the report on the number of service requests received for a particular period. You can also view the individual service wise report for any particular period.

Instructions:

a) In the main menu, hover the cursor over Reports menu and then select Receipt from the drop down list (Refer Figure 12: GSC – Receipts Reports). The screen as shown in Figure 13: Receipt Report page will be displayed.
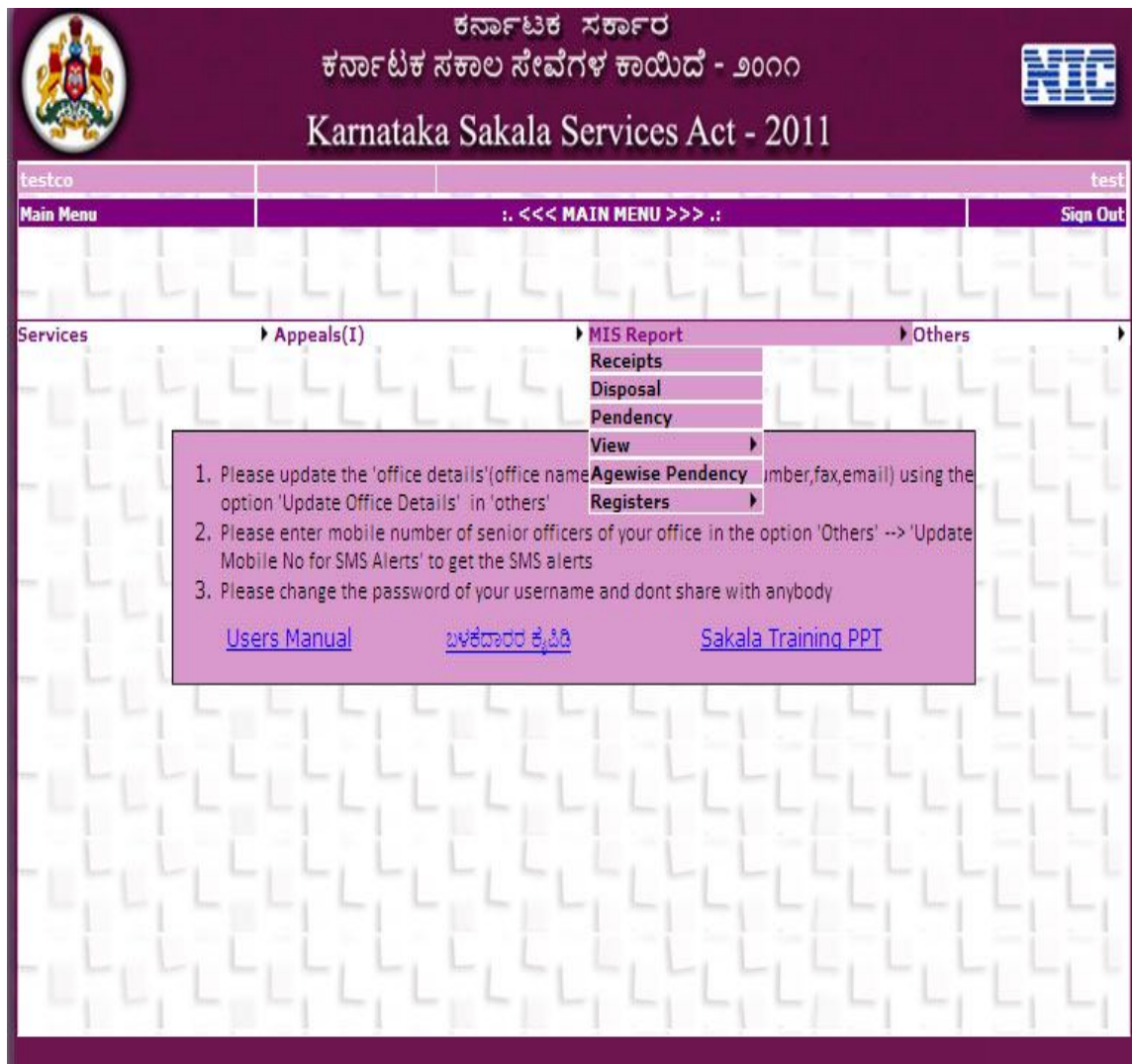

Figure 12: GSC – Receipts

Figure 13: Receipt Report page

b) In the screen as shown in Figure 13: Datewise Receipt Report page, select All or any particular service from the Select Service drop down list. Enter the period for which you want to view the report in Date from and Date to fields and then click the View button. The report as per your search criteria will be displayed on screen.

6.3 Disposed Report

This option enables you to view the report on the number of services disposed by the officer for a particular period. You can view the individual service wise reports as well as the reports on approved cases and rejected cases.

1) In the main menu, hover the cursor over Reports menu and then select Datewise Disposed from the drop down list (Refer Figure 12: GSC - Disposed Reports). The screen as shown in Figure 14: GSC -Disposed Report will be displayed.
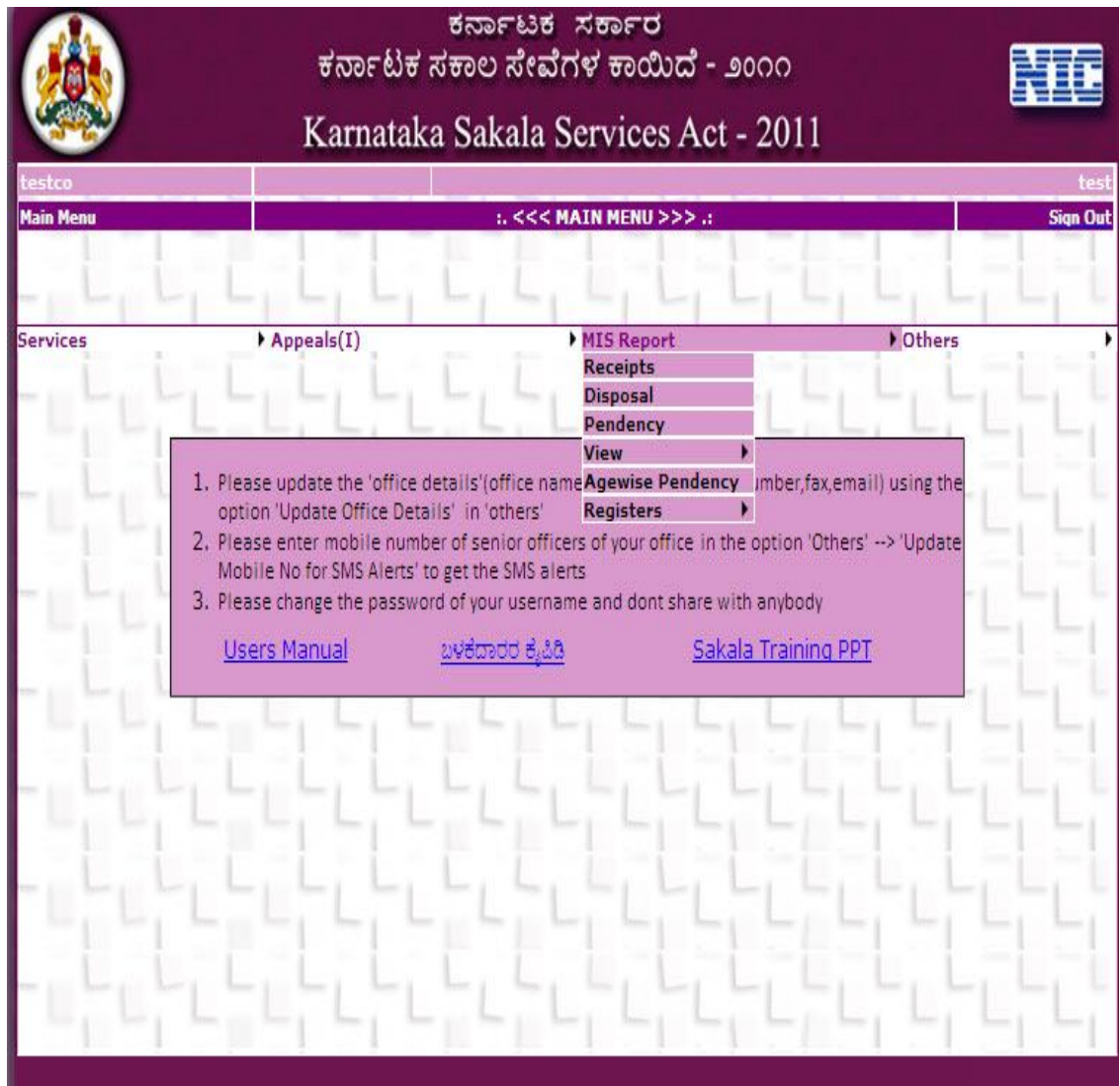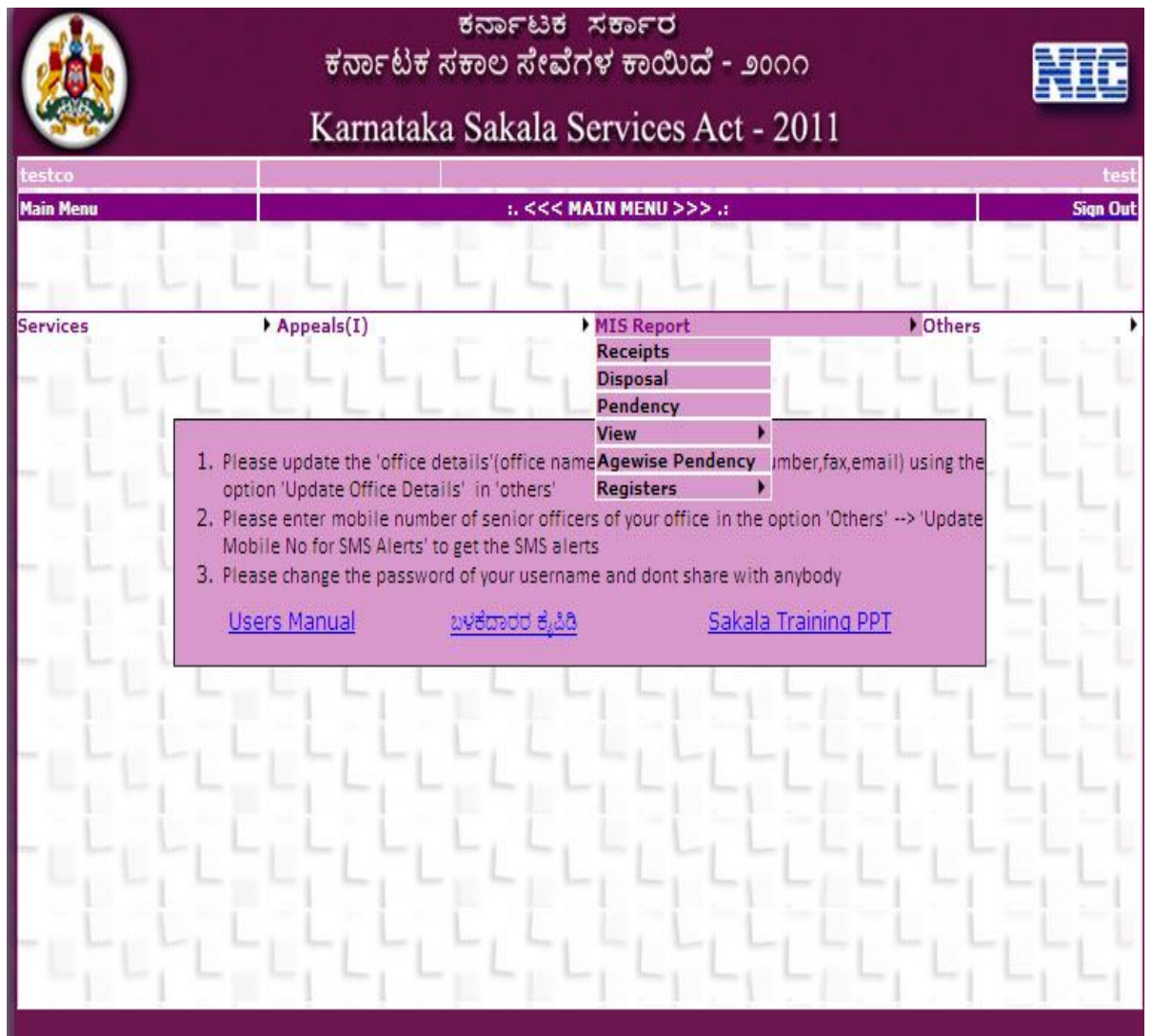

Figure 12: GSC – Disposed

Figure 14: GSC -Disposed Report

2) In the screen as shown in Figure 14: GSC - Datewise Disposed Report, select All or any particular service from the Select Service drop down list. Select the category (All/Approved/Rejected) and enter the period for which you want to view the report in Date from and Date to fields and then click the View button. The report as per your search criteria will be displayed on screen.

6.4 Pendency Report

This option enables you to view the report on the number of services which are due for processing on a particular day. You can view the date wise report, where you can get the cases due for processing for any particular period. Reports on the number of services due for today and the services which are overdue can also be viewed.

1. In the main menu, hover the cursor over Reports menu and then select Pendency from the drop down list (Refer Figure 12: GSC – pendency Reports). The screen as shown in Figure 15: GSC - Pendency Report will be displayed.

Refer Figure 12: GSC – pendency

Figure 15: GSC - Pendency Report

2. In the screen as shown in Figure 15: GSC - Datewise Due Report, select the service from the Select Service drop down list and then do one of the following:

o All: To view the all pendency details, select All option, and enter the period for which you want to view the report in Date from and Date to fields and then click the view button. The date wise due report will be displayed accordingly.

o Over Due: To view the services which are overdue, select Over Due option and then click the Process button. The services which are overdue will be displayed accordingly.

6.5 Age wise Pendency Report

This option enables you to view the age wise pending reports.

1. In the main menu, hover the cursor over Reports menu and then select Agewise Pendency (after stipulated time period) from the drop down list (Refer Figure 12: GSC - Datewise Reports). The Agewise Pendency Report page will be displayed.

2. In the Agewise Pendency Report page, click on the numbers displayed in the table (Refer Figure 17: GSC - Agewise Pendency Report). The report will be displayed below, accordingly.

Figure 17: GSC - Agewise Pendency Report

7   Others

7.1   Update Office

This option enables the officer to update the office related details. The details of the office can be updated both in English as well as in Kannada. The details updated will be reflected in the GSC portal.

Instructions:

I.   In the main menu, hover your cursor over others menu and then select Update Office option from the drop down list. The Update Office page will be displayed (Refer Figure 18: GSC - Update Office page).
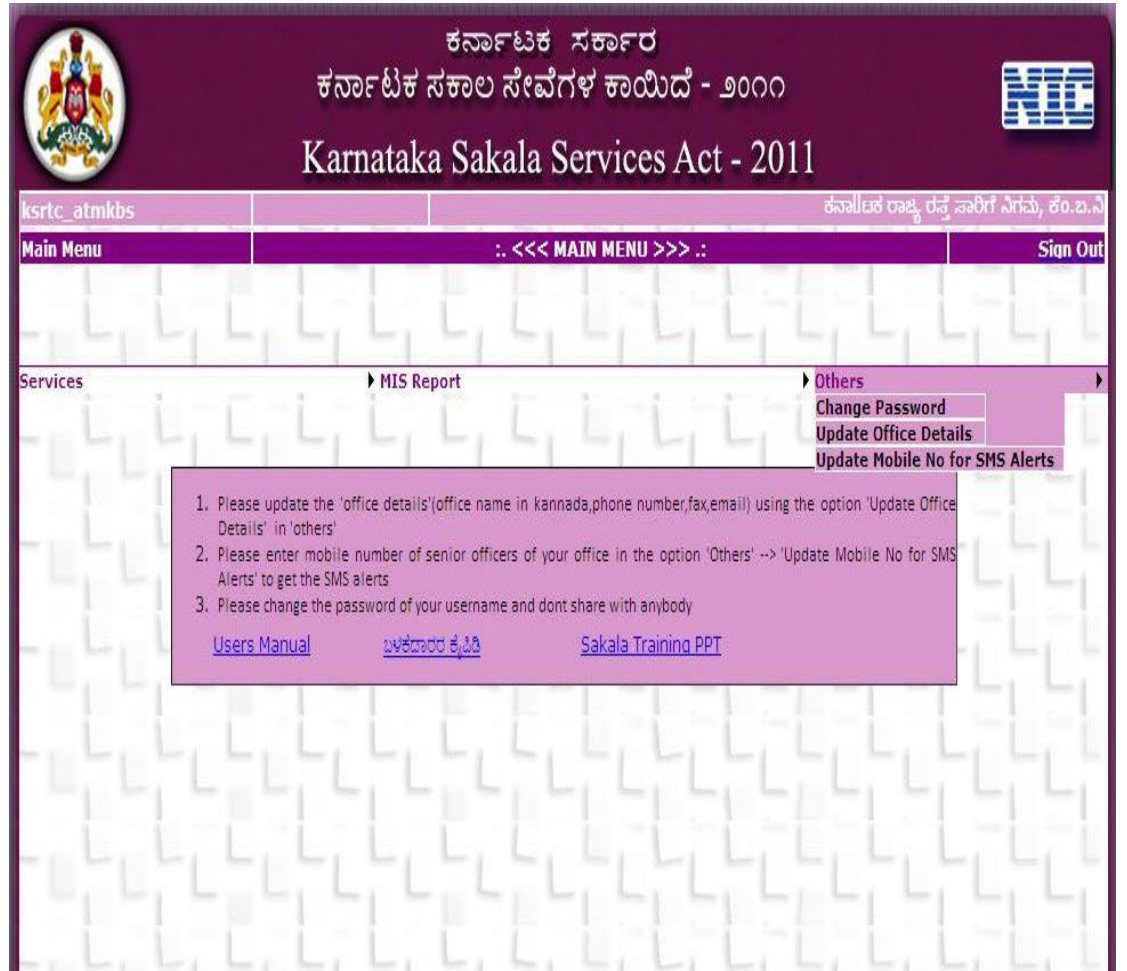
Figure 18: GSC - Update Office page

II.   In the Update Office page, enter all the details to be updated and click the
       Update button (Refer Figure 18: GSC - Update Office page). The details will be
       updated and will be reflected in the GSC portal and ACK Slip.

7.2 Change Password

The Change Password option facilitates you to change the password of your user account. All users should change their password regularly, at least once in 30-45 days.

Instructions:

I. In the main menu, hovers the cursor over others menu and then select Change Password option from the drop down list (Refer Figure 19: Change Password). The Change Password page will be displayed (Refer Figure 20: Change Password page).
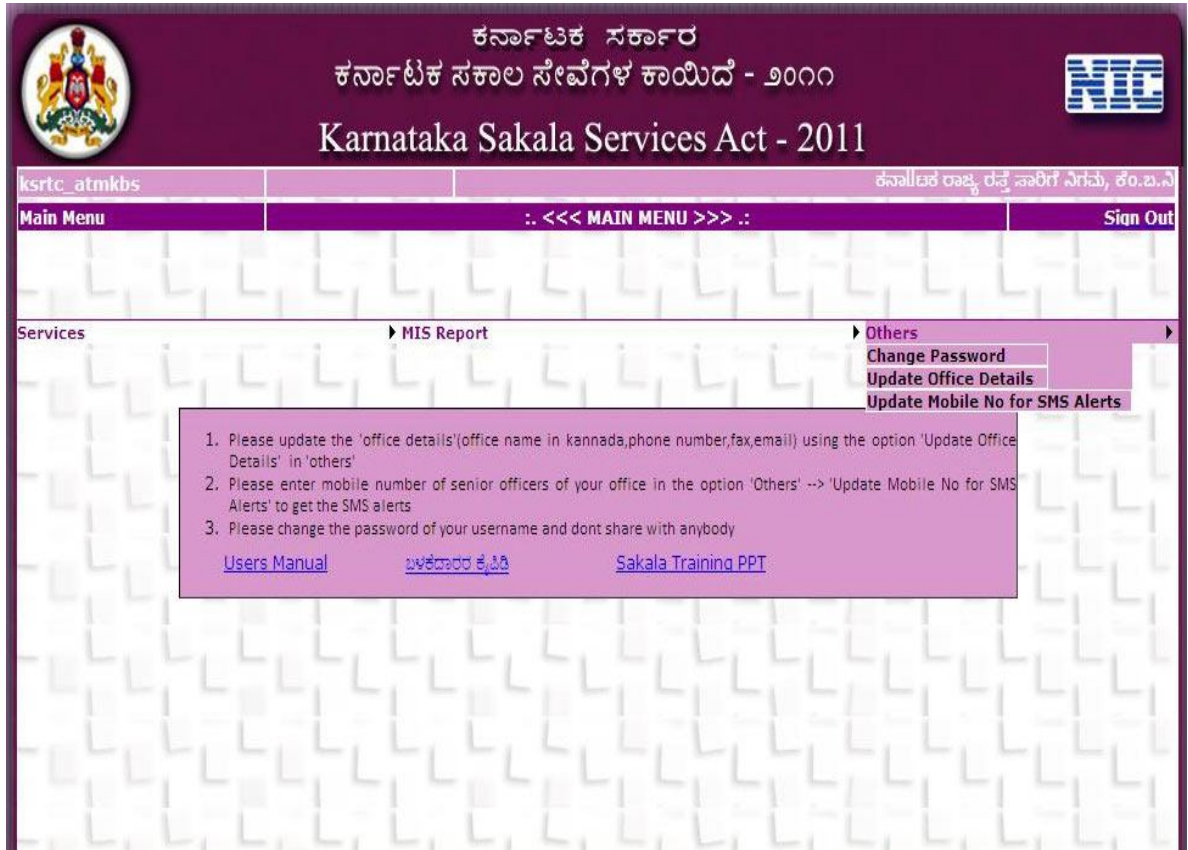

Figure 19: Change Password

Figure 20: Change Password page

II. In the screen as shown in Figure 20: Change Password page, enter all the relevant details in appropriate fields and click the Change button. The password will be changed accordingly.

Note:

o   The password should be of a minimum of 8 characters.

o   Always use a unique password when you change your password to a new password. The new password field will not accept the password which has been used any time before.

7.3 Update Mobile Numbers for SMS alerts

This option enables the officer to update the Mobile numbers to receive SMS alerts on receipt, disposal and pendency related details.

Instructions:

1. In the main menu, hover your cursors over others menu and then select Update Mobile numbers for SMS alerts option from the drop down list. The Update Mobile numbers for SMS alerts page will be displayed (Refer Figure 21: GSC - Update Mobile numbers for SMS alerts page).
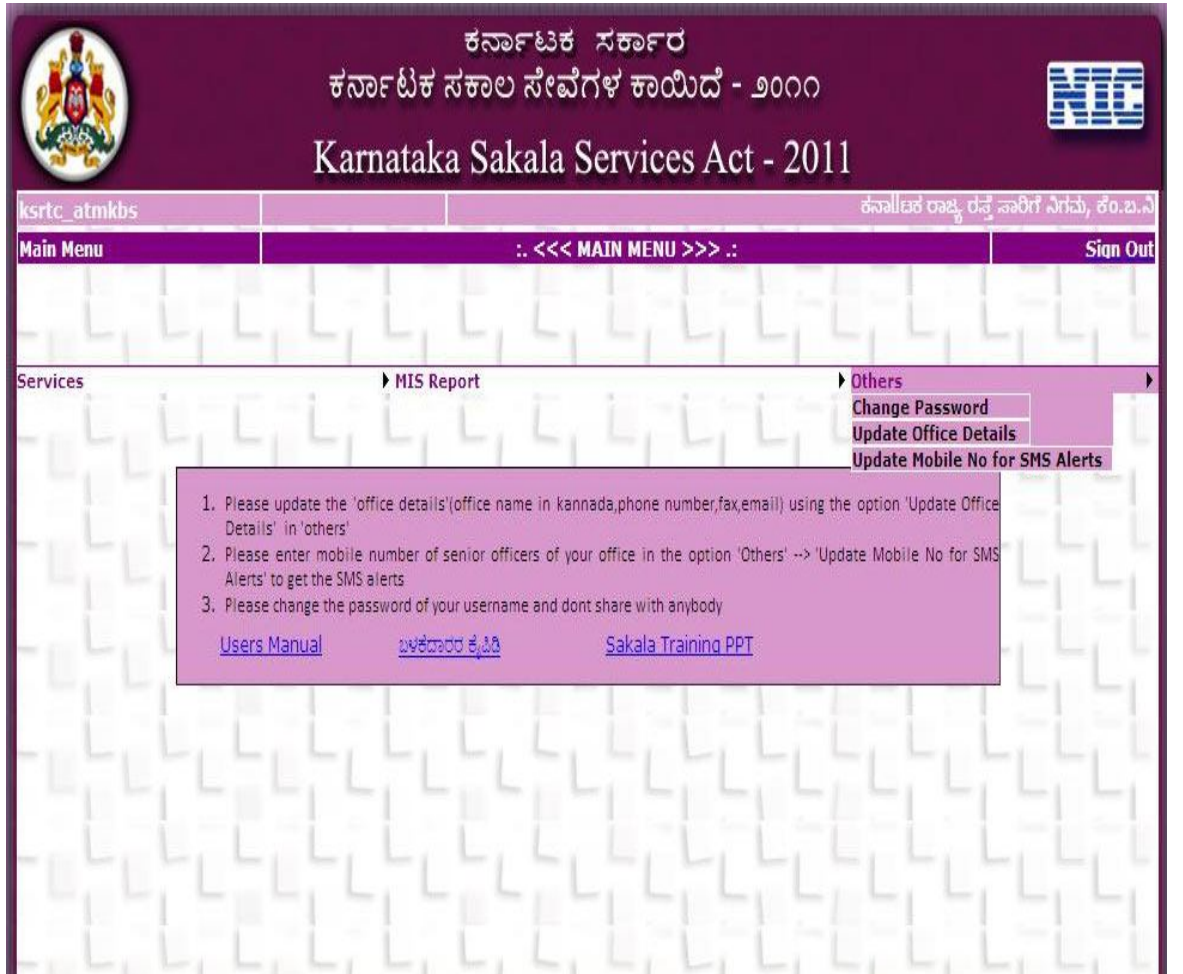

Figure 21: GSC - Update Mobile numbers for SMS alerts page

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Figure 18: GSC - Update Mobile numbers for SMS alerts page

2. In the Update page, enter Mobile number details to be updated and click the submit button (Refer Figure 18: GSC - Update Mobile numbers for SMS alerts page). The details will be updated for SMS alerts.